

Job Description

Database Manager

Department	Fundraising and Technology
Reports to	Engineering Lead
Direct Reports	Nil - <i>works closely with contractors, interns and volunteers</i>
Grade	Grade 6
Status	Permanent, Full-time
Location	Based in Sydney

Role Purpose

This role is focused on data management including improving our data quality and is responsible for the daily administration, configuration and customization of our Salesforce instance. The role exists to make sure we are getting the most out of Salesforce, have high-quality data for reporting on our fundraising and campaigning, and are providing timely support to our Salesforce users in order to improve supporter experience and customer relationship management at GPAP.

This role is part of the Engineering team which is collectively responsible for all of our technology implementation needs, ranging from databases to data warehouses.

Greenpeace Mindset

Greenpeace is an independent campaigning organisation, which uses non-violent, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.

Role Responsibilities

CRM support and solutions

Key Metric	How Success is Measured
Effectively managed the administration and customisation of our Salesforce instance	<ul style="list-style-type: none"> • Timely daily administration and support for our Salesforce CRM such as user management, configuration, upgrades, documentation, training and reporting • Complete regular data processes including debiting of supporters, outcome processing for Telefundraising programs, finance reconciliation tasks, data imports and exports, standard system flow checks, back up checks • Manage Salesforce resources including licenses, application storage usage and API usage • Design and implement customised solutions using no-code tools like flows and process builders to support key functions of the organisation • Manage relationships with third-party vendors to make improvements to our Salesforce implementation • As this is a people-facing role: work effectively with staff from different departments to understand their problems, work collaboratively with them to implement solutions, then review and improve upon those solutions
Ensured data quality through data management	<ul style="list-style-type: none"> • Champion good data hygiene and practices across the organisation • Work closely with the Insights team to fix data issues impacting reporting • Work closely with the Engagement team to fix any data issues impacting supporters • Monitor, document and fix data issues within our Salesforce and HubSpot instances • Monitor and manage our Salesforce and HubSpot data storage usage
Provided timely support to our Salesforce and HubSpot users	<ul style="list-style-type: none"> • Develop good relationships and communication with Salesforce and HubSpot users • Ensuring Salesforce users are comfortable and happy using the system • Provide support, training or workshops as needed
Compliance with Framework Conditions	
Key Metric	How Success is Measured

Was compliant with Greenpeace policies and did not bring Greenpeace into disrepute

- Abide by Greenpeace Australia Pacific Code of Conduct and related Integrity Policies
- Ensure that your personal or campaign activities will not bring Greenpeace into disrepute (in case of doubt you will be expected to discuss the issues with the Creative and Technology Director)

Role Requirements

Knowledge

- Knowledge of data import/export tools such as workbench or data loader
- SOQL, SOSL and SQL knowledge: JOIN, GROUP BY, and WITH should all be familiar.
- Notion and Slack are our communication tools of choice, so you'll need to be comfortable there
- Salesforce Lightning platform knowledge (capabilities, configuration) - Salesforce Administration Certification preferred
- Familiarity with HubSpot as a marketing platform
- Familiarity with fundraising concepts, practices, and procedures.

Experience

- At least two (2) years experience working as a Salesforce Administrator - NPSP experience preferred
- Tertiary qualification in a technical field (information technology, computer science, engineering, business analytics, statistics) or a relevant discipline preferred
- Experience with SQL or SQL-like language
- Experience with ETL processes

Professional Skills

- Proven ability to develop and implement systems and controls to ensure data is well managed.
- Ability to communicate complex problems or technical analysis in plain English

Core Capabilities

<p>Communicating with Purpose</p>	<p>Intermediate</p> <ul style="list-style-type: none"> • I model effective communication skills within diverse contexts • I create impact when communicating ideas to diverse audiences (different people, backgrounds, demographics) • I passionately and confidently promote Greenpeace and its goals verbally and in writing • I model openness, humility and honesty when proactively communicating with others • I model non-verbal techniques (body language, active-listening, non-verbal cues) to connect effectively with a wide range of people
<p>Building Collaborative Relationships</p>	<p>Fundamental</p> <ul style="list-style-type: none"> • I focus on shared goals, a shared plan to win as a collective and avoid putting my own goals before the team's

	<ul style="list-style-type: none"> • I am clear about the tasks and priorities of the team and reliably deliver on these commitments. I have a shared mutual respect of my team's differences in views, skills and perspectives • I contribute to resolving conflicts within my team through openness, honesty and humility • I am considerate of others' feelings and emotions within group interactions • I build collaborative relationships within the team and provide support when they need it • I bring a sense of playfulness to the team environment
Fostering Connection	<p>Intermediate</p> <ul style="list-style-type: none"> • I proactively seek out opportunities to build, cultivate and maintain relationships with people inside and outside of Greenpeace • I proactively celebrate the interests and key drivers of people from different backgrounds or perspectives and incorporate these into my decisions • I model effective relationship building by displaying empathy, respect, dignity, humility and openness in all of my interactions • I effectively resolve conflict or tension by making others feel optimistic and at ease • I utilise appropriate channels (digital, groups, one-on-one) to effectively build, cultivate and maintain relationships
Thinking Critically	<p>Intermediate</p> <ul style="list-style-type: none"> • I am able to seek and address root causes through my ability to analyse and understand a wide array of facts, information and data • I use my knowledge base (political, academic, cultural, digital, economic) to create well-thought out arguments and solve significant problems • I solve significant problems by using appropriate resources and people
Passion to Innovate	<p>Intermediate</p> <ul style="list-style-type: none"> • I proactively seek out opportunities to diversify my thoughts and experiences to create new ideas and solutions • I consistently grow my knowledge and experience of the wider social, political and cultural landscape to effect change for Greenpeace • I generate "out-of-the-box" solutions and share these ideas with others • My understanding of technology allows me to seize new opportunities and create a stronger impact • I raise any risks associated with my new ideas
Accountable for Decisions and Actions	<p>Fundamental</p> <ul style="list-style-type: none"> • I ensure my decisions and ideas are timely, appropriate effective and well understood by others • I draw on facts, figures and data to make effective decisions • I am at ease when working with manageable risk • I take initiative and am accountable for my decisions and ideas even when under pressure • I consider Greenpeace's priorities when making timely and sound decisions
Leading Oneself	<p>Fundamental</p> <ul style="list-style-type: none"> • I set clear objectives and complete goals that are in line with Greenpeace's mission • I focus on the details, specify milestones clearly and communicate them with others • I am self-motivated to manage my time, keeping to commitments and deadlines

	<ul style="list-style-type: none"> • I deploy the right structures, systems, processes and mobilise the right people to achieve success • I utilise technology to organise my work more effectively • I account for future events that may impact my work • I manage my own learning • I take charge of my own emotions and feelings to deliver work effectively
Curiosity to Learn	<p>Intermediate</p> <ul style="list-style-type: none"> • I educate and empower others to widen and diversify their perspective of things they do not initially understand • My ability to consistently improve my understanding of the wider political, cultural social and legal environment allows me to make well-informed decisions • My ability to critically understand and evaluate new information allows me to make well-informed decisions • I am involved in learning and development opportunities and encourage others to do the same • I am proactive in my ongoing development of my own, and my team's knowledge of technology
Driven to Succeed	<p>Intermediate</p> <ul style="list-style-type: none"> • I empower others to set high standards to win as a collective • I role model perseverance, confidence and focus when encountering barriers or challenges • I create and drive personal and group goals, and seek advice from others to help Greenpeace achieve its purpose • I inspire others, and inspire hope in others to win a just and healthy plant • I have a sustained drive to succeed, despite the difficulty or workload, and encourage others to do the same
Bouncing Back	<p>Intermediate</p> <ul style="list-style-type: none"> • I empower others to remain optimistic and energetic, believing a better world is possible • I model a strong ability to remain calm in a constantly changing environment • I model and drive optimism among others when encountering proposed changes and challenges • I encourage feedback among myself and others to improve the way we adapt to changes and help us win as a collective • I role model effective coping mechanisms (physical, mental, emotional) to mitigate stress and empower others to do the same

Employee Commitment	
Signature:	Date: